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*"Our interconnected eRecords act as central access points to documents from a range of sources, including SAP documents, emails, MS Office, etc. and help us to make ongoing improvements in many areas, such as customer service."*

Dr. Goy-Hinrich Korn,  
Authorized Representative and  
CIO of the Krone Group

<b>COMPANY</b>	Bernard Krone Holding SE & Co. KG
<b>TOPIC</b>	From automated invoice verification to confidential contract access
<b>INDUSTRY</b>	Commercial vehicles, agricultural machinery
<b>EMPLOYEES</b>	3,097 worldwide (FY 2014/2015)
<b>REVENUE</b>	Approx. 1.6 billion euros (FY 2014/2015)
<b>HEADQUARTERS IN</b>	Spelle, Emsland in Lower Saxony, Germany
<b>INTEGRATION</b>	SAP, COS, Microsoft Dynamics NAV, MS Exchange
<b>PROJECT SCOPE</b>	Europe



## CHALLENGES

- All documents were scattered across the entire system landscape
- Only the respective departments knew where documents were stored
- Knowledge and information was lost in the course of staff changes
- Manual processing of inbound invoices was too time-consuming

## TARGETS

- Implement uniform document platform for employees, customers, dealers, etc.
- Simplify processes and improve transparency, e.g. automated verification of incoming goods
- Process inbound invoices transparently and without delay
- Enhance SAP system performance
- Introduce eRecords for greater transparency

## SOLUTIONS

- Integrate ECM system into the existing IT landscape
- Automate inbound invoice processing
- Verify invoices via an SAP workflow and web-based workflow
- Electronic records management
- SAP data archiving
- Audit-proof long-term archiving

# PROJECT OVERVIEW



## STARTING POINT

All documents at the Krone Group were scattered across the entire system landscape. Only the individual departments knew where the information was located. The result: valuable knowledge and information was being lost. Krone opted for an ECM system to fulfill its vision of establishing a uniform, transparent document management system across the Group with a common platform shared by internal and external employees, customers, and dealers alike. The company wanted document-centric business processes to be modeled digitally and supported with electronic records. It also wanted automated inbound invoice processing for the accounts payable department.

## WHY SER

- SER is an experienced provider of solutions for the entire inbound invoice processing workflow, from data capture through to confidential contract access in connection with invoice verification
- All solutions from a single source, made in Germany
- Investment security: SER is a reputable company with a successful 30-year history

## SOLUTIONS

Automated inbound invoice processing with SAP integration, workflow-based invoice verification (web and SAP), eRecords (customer records, order records, supplier records, contract records, machinery/vehicle records, personnel records), and SAP data archiving

## INTEGRATION

ERP systems (SAP, COS), Microsoft Exchange, Estos telephony software

## DOCUMENT VOLUME

Scope of legacy data migration: 2.6 million records; total number of documents currently stored in the DMS: 14.6 million; 2.5 to 3 million documents added every year

## USERS

Currently 500 users, to be extended to include all Krone Group employees

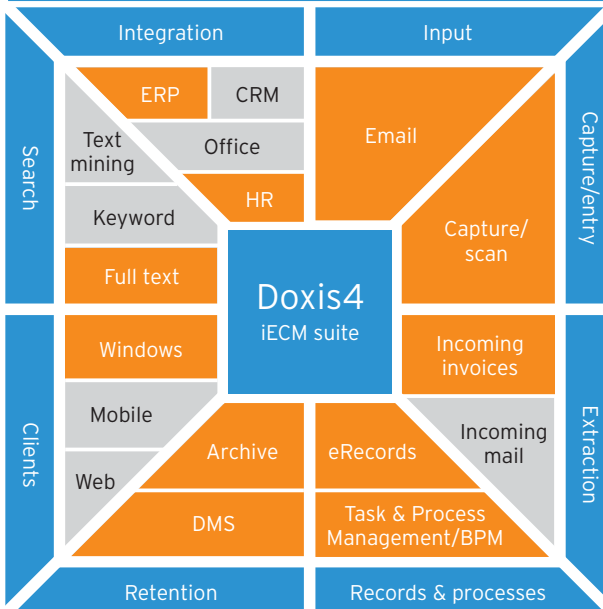
## IMPLEMENTATION

- Replace the AS/400 legacy archive and import all archive data as PDF files (2012)
- Introduce automated inbound invoice processing with SAP integration
- Introduce eRecords: e.g. vehicle records, machinery records, customer and supplier records
- Introduce electronic contract management with contract records
- Next steps: Roll out automated inbound invoice processing in the Krone Group's foreign subsidiaries
- Roll out personnel records across Germany
- Continue preparations for adding further eRecords and process support using Doxis4 BPM

## BENEFIT

- Automated invoice processing: Transparent processes, substitution-rule function, cash discount periods met, greater planning certainty thanks to an overview of all unpaid invoices, improved availability of information
- Electronic records: Thanks to interconnected records, all information relating to a particular application can be accessed from a single point and is available in one system
- Customer service: The customer record is retrieved automatically using the caller's phone number

## Doxis4 MODULES



Doxis4 modules used by Bernhard Krone Holding are highlighted in orange

